



**DEPARTMENT OF THE ARMY**  
**172D SEPARATE INFANTRY BRIGADE (REAR DETACHMENT)**  
**CMR 415, UNIT 28130**  
**APO AE 09114**



AETV-BGS-CDR

16 May 2011

MEMORANDUM FOR RECORD

SUBJECT: 172D Separate Infantry Brigade Command Information Dissemination to Families Standard Operating Procedures

1. Purpose. This memorandum establishes the 172D Separate Infantry Brigade policy for command information dissemination to families of the 172D Separate Infantry Brigade.
2. The color-coded notification system contained in this policy is intended to expedite the command information notification process while limiting the scope of Family notification for KIA (Killed in Action), VSI (Very Seriously Injured), and DUSTWUN (Duty Status Whereabouts Unknown) to only those in the affected unit. Although social calls are very important in providing support, they do not have the same time constraint that an urgent (RED) call would have. Keeping the lines of communication open between the Chain of Command, Senior Family Readiness Group Advisors, Family Readiness Group Leaders, and Points of Contact are critical to having a functioning, efficient means by which to inform Family members.
3. Unless stated otherwise within this policy or specifically directed by the 172D Separate Infantry Brigade Commander, calls to Family members will take place between 0900 and 2100. N-hour is set as notification start time which will be set after Primary Next of Kin (KNOK) notification has been completed and verified by the deployed chain of command.
4. RED Messages.
  - a. Messages coded RED contain command information of an urgent nature such as casualty information, changes to deployment, or redeployment information. For RED 3 messages the preferred method of contact is telephonic, however electronic distribution is authorized in certain circumstances. For RED 12 Messages, the preferred method of notification is electronic distribution.
  - b. RED 3 Messages
    - (1) RED 3 messages contain official command information that affects a specific unit within the 172D Separate Infantry Brigade.
    - (2) RED 3 messages will be published only for KIA (Killed in Action), VSI (Very Seriously Injured), and DUSTWUN (Duty Status Whereabouts Unknown).
    - (3) The RED 3 message call will originate from the Brigade Commander to the Brigade Rear Detachment Commander. 172D SIB will draft and then forward the message electronically to the Brigade Rear Detachment Commander per NIPR email, *after confirmation of primary next of kin notification*.
    - (4) The Brigade Rear Detachment Commander will then contact the affected Delta Company Commander and Senior Brigade Family Readiness Group advisors via telephone. The affected Delta Company Commander will immediately notify his/her Family Readiness Support Assistant and Senior Battalion Family Readiness Group advisors.
    - (5) Once the affected Delta Company Command has received the RED 3 message it has three hours to telephonically notify all spouses within the affected Company of the RED 3 Message. Battalion and Company level Family Readiness Liaisons are the primary persons responsible for making these calls. These phone calls can only

be made by Soldiers. RED 3 messages will be transmitted verbatim, and no editing or speculating by any person charged to disseminate the notification is authorized. The affected Delta Company will also indicate that at N+3 the RED message will be posted to the vFRG website.

(6) The content of a RED message will not be left on an answering machine or with children. If the call is answered by an answering machine or a child, the caller will leave a message asking the spouse to return the call as soon as possible to obtain "information".

(7) Unless directed otherwise the affected Delta Companies will suspend efforts to telephonically contact spouses 3 hours after the receipt of a RED 3 message.

(8) Between N+2 and N+3, spouses in the affected company, who are not reached by telephone, will be sent an email, with the link to the RED message on the vFRG website. Subject line should read, "RED 3 message affecting our Company".

(9) Brigade Rear Detachment Commander will notify via telephone all Delta Company Commanders and Senior Advisors of the non-affected units at N+2. Non-affected Delta Company Commander's and Senior Advisors will be informed that a RED 3 message will be posted to the vFRG website at N+3 (naming the exact hour based on contact). During the telephone call, and prior to the release of the RED 3 to unaffected units, the Brigade Rear Detachment Commander will inform all unaffected Delta Company Commanders and Senior Advisors to direct all questions regarding the RED 3, to the Brigade Rear Detachment Commander.

(10) At N+3 unaffected Delta Company Commanders will email all those in immediate chain of concern that a RED 3 message has been posted. Senior Advisors and FRG Leaders of unaffected units will direct families that have questions to refer to the message as posted on the web-sites, or contact appropriate Delta Company Commander or Family Readiness Liaison.

c. RED 12 messages.

(1) RED 12 messages contain official command information that affects all of the 172D Separate Infantry Brigade which could include, but not limited to, changes to deployment information and/or redeployment information.

(2) Delta Company Commanders will be informed of a RED 12 message telephonically by the 172D Separate Infantry Brigade EAC and electronically to both their EUR email account and their AKO account utilizing the following format: [user.name@mail.us.army.mil](mailto:user.name@mail.us.army.mil).

(3) Brigade Rear Detachment Commander directs the publication of a RED 12 message.

(4) Delta Company Commands have 12 hours to notify all spouses of a RED 12 message from the time it was published. For RED 12 messages, the preferred method of contact is telephonic; however electronic distribution is authorized in certain circumstances.

(5) The content of RED 12 messages will not be left on an answering machine, or with a child, but may be distributed by email. If the call is answered by an answering machine, the caller will leave a message asking the spouse to return the call as soon as possible to obtain the information. In the case of publication through email, the following steps will be added to every message delivery:

- (a) From the "priority" drop-down menu select "URGENT".
- (b) From the "request receipt" menu, select "WHEN VIEWED".
- (c) The RED message will be attached. A link to the vFRG website will also be provided.

5. WHITE Messages.

a. Messages coded WHITE will contain official information of a routine nature that affects two or more units within the 172D Separate Infantry Brigade.

- b. Delta companies will disseminate all WHITE messages within 12 hours of publication of the message.
  - c. WHITE messages may be distributed by email and left on an answering machine. However, the POC must ask the spouse to call back IOT ensure that the message was received. In the case of publication through email, the following steps will be added to every message:
    - (1) From the “priority” drop-down menu select “URGENT”.
    - (2) From the “request receipt” menu, select “WHEN VIEWED”.
  - d. Most WHITE calls will originate from the Delta Company Command. Examples include Brigade FRG training sessions, Memorial Services, and unit functions (Organizational Day, Family Day, etc.).
  - e. WHITE messages may be posted on the vFRG site and/or public website.
  - f. WHITE messages can originate from a Delta Company Commander after appropriate consultation with special staff such as SJA or PAO. For example; prior to publishing a WHITE message about a fund raiser, the Delta Company Commander is responsible for consulting the Administrative Law section at the Schweinfurt or Grafenwoehr Legal Center to ensure that the fund raiser is legal and all prerequisite approvals have been accomplished.
6. BLUE Messages.
- a. Messages coded BLUE contains unofficial or social information.
  - b. Publication of BLUE messages to spouses must be completed no later than 24 hours from receipt.
  - c. Information contained in BLUE messages may be left on an answering machine or an email.
  - d. Examples include company parties, fund raisers, and social check-up calls.
  - e. BLUE messages can be posted on the vFRG site and/or public website.
7. Initiating a call.
- a. Calls will be initiated by the caller stating “I have a \_\_\_\_\_ message.” The caller then reads the message VERBATIM, with no editing or speculating. This provides callers a friendly and expedient way of publishing the information and then proceeding to pass the information to the next person on the roster.
  - b. Family Readiness Liaisons should call FRG Leaders and Point of Contacts first.
8. The point of contact for this memorandum is Leticia Champion, Brigade FRSA, at DSN 475-4572.

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Commanding